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ABSTRACT

This book illustrates how one school, George Westinghouse Vocational and Technical High School (Brooklyn, New York), has been applying the techniques of total quality management (TQM) to achieve educational change. Following the foreword and introduction, chapter 1 describes TQM, Deming's 14 points, and the challenges of applying TQM to education. Chapter 2 highlights the tools and techniques for implementing TQM in education, offering a description and procedures for each strategy. Background information on George Westinghouse High School is provided in the third chapter. The fourth chapter offers strategies for getting started. Chapters 5 through 8 describe ways to involve the staff, parents, students, and external customers. Sample surveys are included. Short-term results achieved at the school are described in chapter 9. Chapters 10 and 11 discuss future plans and the future of TQM for education. The final chapter examines the feasibility of using TQM, in light of current challenges in education. Appendices contain information on the school's vocational courses and contacts. Fifteen figures and two tables are included. (LMI)

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